

## Attachments

REDACTED FOR PUBLIC INSPECTION

**REDACTED – FOR PUBLIC INSPECTION**

**UNITED TELEPHONE MUTUAL AID CORP. (SAC 381636)**

**ATTACHMENT - LINE 112**

**FIVE YEAR SERVICE QUALITY IMPROVEMENT PLAN**

**ATTACHMENT REDACTED IN ENTIRETY**

**United Telephone Mutual Aid Corporation's Demonstration of Compliance with  
Applicable Service Quality Standards and Consumer Protection Rules**

In establishing this certification in its *2005 ETC Order*,<sup>1</sup> the FCC found that an ETC must make "a specific commitment to objective measures to protect consumers."<sup>2</sup> The FCC found that for wireless ETCs, compliance with CTIA's Consumer Code for Wireless Service would satisfy this requirement" and that the sufficiency of other commitments would be considered on a case-by-case basis.<sup>3</sup> In this context, the FCC stated, "to the extent a wireline or wireless ETC applicant is subject to consumer protection obligations under state law, compliance with such laws may meet our requirement."<sup>4</sup>

United Telephone Mutual Aid ("Company") hereby certifies that it is complying with applicable service quality standards and consumer protection rules. The Company is subject to consumer protection obligations under federal law and, to a limited extent under North Dakota state law as a telecommunications carrier subject to North Dakota Public Service Commission regulation. These obligations include, but are not limited to, the following: (1) adherence to state requirements that the Company complies with consumer protection and service quality standards pursuant to North Dakota

---

<sup>1</sup> *Federal-State Joint Board on Universal Service*, CC Docket No. 96-45, Report and Order, FCC 05-46 (rel. Mar. 17, 2005) ("*2005 ETC Order*").

<sup>2</sup> *Id.* at para. 28.

<sup>3</sup> *Id.* The FCC noted that under the CTIA Consumer Code, wireless carriers agree to: "(1) disclose rates and terms of service to customers; (2) make available maps showing where service is generally available; (3) provide contract terms to customers and confirm changes in service; (4) allow a trial period for new service; (5) provide specific disclosures in advertising; (6) separately identify carrier charges from taxes on billing statements; (7) provide customers the right to terminate service for changes to contract terms; (8) provide ready access to customer service; (9) promptly respond to consumer inquiries and complaints received from government agencies; and (10) abide by policies for protection of consumer privacy." *Id.* at n. 71.

<sup>4</sup> *Id.* at n. 72.

Administrative Code Article 69, including customer requests for lowest price service alternatives (69-09-05-01), discontinuance of telecommunications services (69-09-05-02), deposits and guarantees (69-09-05-03); (2) truth-in-billing requirements, and (3) CPNI, Red Flag Rules and other applicable federal and state requirements governing the protection of customers' privacy.

The Company is subject to consumer protection obligations for broadband services under federal law. These obligations include, but are not limited to, the following: public disclosure of accurate information regarding network management practices, performance, and commercial terms of broadband internet access services; as a means of providing sufficient information for consumers to make informed choices regarding use of such services, and for content, application, service and device providers to develop, market, and maintain internet offerings as specified in F.C.C. 47 C.F.R. Part 8 §8.3.

**Turtle Mountain Communications' Demonstration of Compliance with Applicable  
Service Quality Standards and Consumer Protection Rules**

In establishing this certification in its *2005 ETC Order*,<sup>5</sup> the FCC found that an ETC must make "a specific commitment to objective measures to protect consumers."<sup>6</sup> The FCC found that for wireless ETCs, compliance with CTIA's Consumer Code for Wireless Service would satisfy this requirement" and that the sufficiency of other commitments would be considered on a case-by-case basis.<sup>7</sup> In this context, the FCC stated, "to the extent a wireline or wireless ETC applicant is subject to consumer protection obligations under state law, compliance with such laws may meet our requirement."<sup>8</sup>

Turtle Mountain Communications ("Company") hereby certifies that it is complying with applicable service quality standards and consumer protection rules. The Company is subject to consumer protection obligations under federal law and, to a limited extent under North Dakota state law as a telecommunications carrier subject to North Dakota Public Service Commission regulation. These obligations include, but are not limited to, the following: (1) adherence to state requirements that the Company complies with consumer protection and service quality standards pursuant to North

---

<sup>5</sup> *Federal-State Joint Board on Universal Service*, CC Docket No. 96-45, Report and Order, FCC 05-46 (rel. Mar. 17, 2005) ("*2005 ETC Order*").

<sup>6</sup> *Id.* at para. 28.

<sup>7</sup> *Id.* The FCC noted that under the CTIA Consumer Code, wireless carriers agree to: "(1) disclose rates and terms of service to customers; (2) make available maps showing where service is generally available; (3) provide contract terms to customers and confirm changes in service; (4) allow a trial period for new service; (5) provide specific disclosures in advertising; (6) separately identify carrier charges from taxes on billing statements; (7) provide customers the right to terminate service for changes to contract terms; (8) provide ready access to customer service; (9) promptly respond to consumer inquiries and complaints received from government agencies; and (10) abide by policies for protection of consumer privacy." *Id.* at n. 71.

<sup>8</sup> *Id.* at n. 72.



Dakota Administrative Code Article 69, including customer requests for lowest price service alternatives (69-09-05-01), discontinuance of telecommunications services (69-09-05-02), deposits and guarantees (69-09-05-03); (2) truth-in-billing requirements, and (3) CPNI, Red Flag Rules and other applicable federal and state requirements governing the protection of customers' privacy.

The Company is subject to consumer protection obligations for broadband services under federal law. These obligations include, but are not limited to, the following: public disclosure of accurate information regarding network management practices, performance, and commercial terms of broadband internet access services; as a means of providing sufficient information for consumers to make informed choices regarding use of such services, and for content, application, service and device providers to develop, market, and maintain internet offerings as specified in F.C.C. 47 C.F.R. Part 8 §8.3.

**United Telephone Mutual Aid Corporation's Demonstration of Ability to Function  
in Emergency Situations**

United Telephone Mutual Aid Corporation ("Company") hereby certifies that it is able to function in emergency situations as set forth in §54.202(a)(2)<sup>1</sup> and North Dakota Administrative Code 69-09-05-12. The Company's voice and broadband network is designed to remain functional in emergency situations without an external power source, is able to reroute traffic around damaged facilities, and is capable of managing traffic spikes resulting from emergency situations as required by Section 54.202(a)(2). The Company can change call routing translations as needed to reroute traffic around damaged facilities. Changing call routing translations will also allow the Company to manage traffic spikes throughout its network, as emergency situations require.

Specifically, each central office building can be supplied with standby generators and has battery back-up that enables the central office to keep running until power is restored so long as fuel is available, or until system changes are made to reroute traffic. The Company's central office can maintain 8 hours, plus or minus 15 percent, of battery reserve rated for peak traffic load requirements, and a permanent auxiliary power unit is installed or a mobile power source is available which can be delivered and connected within four hours. The Company has battery backup at all office locations and in its electronic equipment sites capable of running for a minimum of 8 hours, plus or minus 15

---

<sup>1</sup> Section 54.202(a)(2) requires ETCs that are designated by the Commission to "demonstrate its ability to remain functional in emergency situations, including a demonstration that it has a reasonable amount of back-up power to ensure functionality without an external power source, is able to reroute traffic around damaged facilities, and is capable of managing traffic spikes resulting from emergency situations."

percent. Length of run time is determined by the equipment serving the area and the number of customers working out of the equipment. Generators are installed at twenty-two of the thirty-one Central Office locations with a mobile power source available at the other nine Central Office locations within four hours. They will continue to run as long as the Company has access to fuel. The Company tests the batteries at least once per year.



## **Turtle Mountain Communications' Demonstration of Ability to Function in Emergency Situations**

Turtle Mountain Communications ("Company") hereby certifies that it is able to function in emergency situations as set forth in §54.202(a)(2)<sup>2</sup> and North Dakota Administrative Code 69-09-05-12. The Company's voice and broadband network is designed to remain functional in emergency situations without an external power source, is able to reroute traffic around damaged facilities, and is capable of managing traffic spikes resulting from emergency situations as required by Section 54.202(a)(2). The Company can change call routing translations as needed to reroute traffic around damaged facilities. Changing call routing translations will also allow the Company to manage traffic spikes throughout its network, as emergency situations require.

Specifically, each central office building can be supplied with standby generators and has battery back-up that enables the central office to keep running until power is restored so long as fuel is available, or until system changes are made to reroute traffic. The Company's central office can maintain 8 hours, plus or minus 15 percent, of battery reserve rated for peak traffic load requirements, and a permanent auxiliary power unit is installed or a mobile power source is available which can be delivered and connected within four hours. The Company has battery backup at all office locations and in its electronic equipment sites capable of running for a minimum of 8 hours, plus or minus 15

---

<sup>2</sup> Section 54.202(a)(2) requires ETCs that are designated by the Commission to "demonstrate its ability to remain functional in emergency situations, including a demonstration that it has a reasonable amount of back-up power to ensure functionality without an external power source, is able to reroute traffic around damaged facilities, and is capable of managing traffic spikes resulting from emergency situations."

percent. Length of run time is determined by the equipment serving the area and the number of customers working out of the equipment. Generators are installed at twenty-two of the thirty-one Central Office locations with a mobile power source available at the other nine Central Office locations within four hours. They will continue to run as long as the Company has access to fuel. The Company tests the batteries at least once per year.

REDACTED FOR PUBLIC INSPECTION

(700) Price Offerings including Voice Rate Data  
Data Collection Form

FCC Form 483

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

|       |   |                                   |
|-------|---|-----------------------------------|
| <010> | Study Area Code   | 381636                            |
| <015> | Study Area Name   | UNITED TELEPHONE MUTUAL AID CORP. |
| <020> | Program Year  | 2015                              |
| <030> | Contact Name - Person USAC should contact regarding this data                 | Perry Oster                       |
| <035> | Contact Telephone Number - Number of person identified in data line <030>     | 7012565156 ext.                   |
| <039> | Contact Email Address - Email Address of person identified in data line <030> | postere@utma.com                  |

|       |  |          |
|-------|--|----------|
| <701> | Residential Local Service Charge Effective Date    | 1/1/2014 |
| <702> | Single State-wide Residential Local Service Charge |          |

<703>

[illegible]

REDACTED FOR PUBLIC INSPECTION

(710) Broadband Price Offerings  
Data Collection Form

FCC Form 481  
OMB Control No. 3060-0986/OMB Control No. 3060-0819  
July 2013

|       |   |                                   |
|-------|---|-----------------------------------|
| <010> | Study Area Code   | 381636                            |
| <015> | Study Area Name   | UNITED TELEPHONE MUTUAL AID CORP. |
| <020> | Program Year  | 2015                              |
| <030> | Contact Name - Person USAC should contact regarding this data                 | Perry Oster                       |
| <035> | Contact Telephone Number - Number of person identified in data line <030>     | 7012565156 ext.                   |
| <039> | Contact Email Address - Email Address of person identified in data line <030> | poster@utma.com                   |

[illegible]



REDACTED FOR PUBLIC INSPECTION

(800) Operating Companies  
Data Collection Form

FCC Form 481  
OMB Control No. 3060-0986/OMB Control No. 3060-0819  
July 2013

|       |   |   |
|-------|---|---|
| <010> | Study Area Code   | 381636                                  |
| <015> | Study Area Name   | UNITED TELEPHONE MUTUAL AID CORP.       |
| <020> | Program Year  | 2015                                    |
| <030> | Contact Name - Person USAC should contact regarding this data                 | Perry Oster                             |
| <035> | Contact Telephone Number - Number of person identified in data line <030>     | 7012565156 ext.                         |
| <039> | Contact Email Address - Email Address of person identified in data line <030> | poster@utma.com                         |
| <810> | Reporting Carrier   | United Telephone Mutual Aid Corporation |
| <811> | Holding Company   |   |
| <812> | Operating Company   |   |

[illegible]



United Telephone Mutual Aid Corporation and Turtle Mountain Communications ("Company") is a state-designated ETC serving Tribally-owned lands in North Dakota. The Tribally-owned lands are in Belcourt in Rolette County and belong to the Turtle Mountain Band of Chippewa Indians. The company serves approximately 72 square miles and has a population of 5,815. The Company provides voice and broadband service throughout the population of the Tribally-owned land.

Section 54.313(a)(9) of the rules of the Federal Communications Commission ("FCC") required the Company to provide documents and information regarding discussions that the Company had with Tribal governments located within the Company's service area. The Company certifies that it followed the guidance outlined in the FCC's July 19, 2012 Public Notice<sup>1</sup> wherein the FCC issued guidance on the Tribal government engagement obligation provisions of the Connect America Fund.

The Company initiated the engagement process in 2012 and continued the engagement in 2013. The Company's discussions with Tribal representatives included the items outlined in the FCC's Further Guidance:

- Needs assessment and deployment planning
- Feasibility and sustainability planning
- Marketing services in a culturally sensitive manner
- Rights of way processes, land use permitting, facilities siting, environmental and cultural preservation review process
- Compliance with Tribal business licensing requirements

The following summarizes the meetings held between officials at the Company and the Tribal government:

**I. Engagement: January 15, 2013**

United/Turtle Mountain Communications

Dennis Hansel, Assistant Manager

Ross Feil, Facility Manager

Turtle Mountain Band of Chippewa

Bruce Nadeau, THPO

Russell Davis, THPO

Bureau of Indian Affairs

Lynden Desjarlais, Deputy Supt.

Lynn Allick, Realty Officer

---

<sup>1</sup> See Office of Native Affairs and Policy, Wireless Telecommunications Bureau, and Wireline Competition Bureau Issue Further Guidance on Tribal Government Engagement Obligation Provisions of the Connect America Fund, Public Notice, DA 12-1165, WC Docket No. 10-90 et al. (July 19, 2012)("Further Guidance").

Marilyn Bercier, via telephone

Meet at the meeting room of Turtle Mountain Communications located at 617 Main Ave West, Rolla, ND. Discussed the FFTP project on the Turtle Mountain Reservation and reviewed the project and discussed future projects that should be taken into account on phase 1 of the FFTP project.

**II. Engagement: June 28, 2013**

United/Turtle Mountain Communications

Perry Oster, General Manager

Dennis Hansel, Assistant General Manager

Ross Feil, Facility Manager

Turtle Mountain Band of Chippewa

Richard McCloud, Tribal Leader

Rick Davis, T.E.R.O.

Meet at the Tribal Headquarter Building in Rolla, ND. Discussed a T.E.R.O. complaint filed by Schnidler's Cable TV. Also discussed future economic development at the Sky Dancer Hotel and Casino with the possible development of strip malls.

**III. Engagement: Various times throughout the year**

United/Turtle Mountain Communications

Dennis Hansel, Assistant General Manager

Ross Feil, Facility Manager

Turtle Mountain Band of Chippewa

Alan Malaterre, Property and Supply

Rick Davis, T.E.R.O.

Ron Trottier, Jr., Transportation and Planning

The Company includes herein documentation of its Tribal business license.

CHOICE FINANCIAL  
219 English Ave.  
Langdon, ND 58249  
(701) 256-3141  
MORTGAGE | INVESTMENTS

UTMA & Turtle Mountain Comm. 381636

REDACTED FOR PRIVACY

3171

**TURTLE MOUNTAIN COMMUNICATION, INC.**

P.O. BOX 729  
LANGDON, ND 58249

77-296-813

DATE 6/24/13

PAY  
TO THE  
ORDER OF

TRIBAL EMPLOYMENT RIGHTS OFFICE

\$ 150.00

ONE HUNDRED FIFTY AND 00/100

DOLLARS



Security Features  
Look for Star

|                         |  |  |  |
|-------------------------|--|--|--|
| TRIBAL BUSINESS LICENSE |  |  |  |
|                         |  |  |  |
|                         |  |  |  |
|                         |  |  |  |

THIS CHECK IS DELIVERED FOR PAYMENT ON THE ACCOUNTS LISTED

⑈003171⑈ ⑆091302966⑆ 6811036151⑈

#675

2.6728.0004







UTMA & Turtle Mountain Comm. 381636  
411 7th Avenue  
PO Box 729  
Langdon, ND 58249-0729  
701-256-5156

REDACTED FOR PUBLIC RELEASE DETACH AND RETAIN

**No. 74954**  
Date: 05/10/2013

| DATE   | INVOICE        | DESCRIPTION    | GL ACCOUNT | AMOUNT         |
|--|----------------|----------------|------------|----------------|
| 05/09/2013                                   | 20130510083902 | TRIBAL LICENSE | 26728.0004 | 150.00         |
| Vendor: 675 TRIBAL EMPLOYMENTS RIGHTS OFFICE |                |                |            | Totals: 150.00 |



411 7th Avenue  
PO Box 729  
Langdon, ND 58249-0729  
701-256-5156

GENERAL FUND

**No. 74954**  
77-296/913  
Choice Financial Group  
Langdon, ND

PAY TRIBAL EMPLOYMENTS RIGHTS OFFICE  
TO PO BOX 900  
THE BELCOURT ND 58316  
ORDER  
OF

675

VOID AFTER 120 DAYS

| DATE       | CHECK NO. | AMOUNT      |
|------------|-----------|-------------|
| 05/10/2013 | 74954     | *****150.00 |

**NON-NEGOTIABLE**



P.O. BOX 900  
BELCOURT, NORTH DAKOTA 58316

Langdon, ND 58249

[illegible]

REDACTED FOR PUBLIC INSPECTION

**REDACTED – FOR PUBLIC INSPECTION**

**UNITED TELEPHONE MUTUAL AID CORP. (SAC 381636)**

**ATTACHMENT - LINE 3017**

**ATTACHMENT REDACTED IN ENTIRETY**